# VIOLET KEEPSAFE STORAGE: EVALUATION AND RECOMMENDATIONS

DACC Advisory Board

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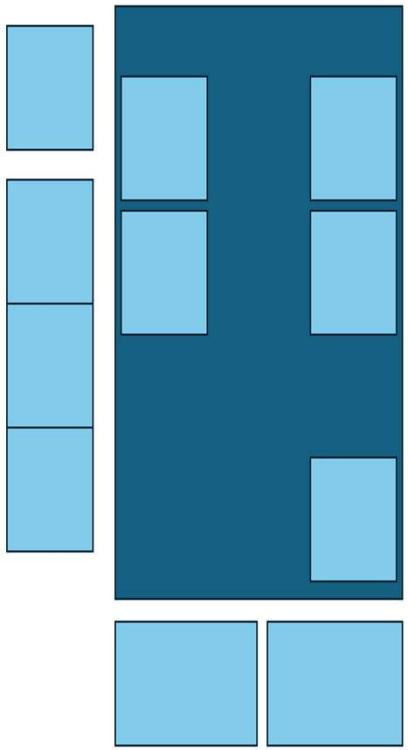
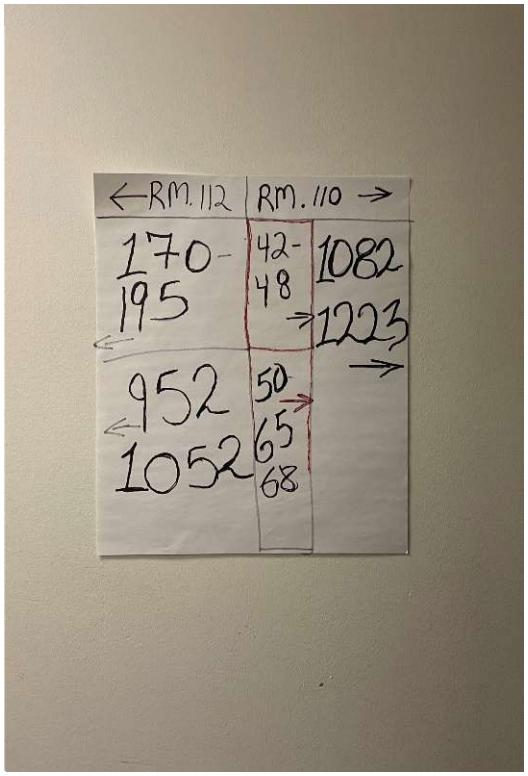
# VIOLET KEEPSAFE STORAGE OVERVIEW

- Provides secure personal bins to store vital documents, family memories, clothing, bedding, and more
- Program has been under DACC supervision since December 2020
- Employs 8 individuals with lived experience
- 371 active clients
- 14.5 thousand check-ins from January 2025 through June 2025

# IDENTIFIED AREAS FOR IMPROVEMENT

1. Spatial Organization
2. Communication Systems
3. Clarity in Responsibilities and Policies

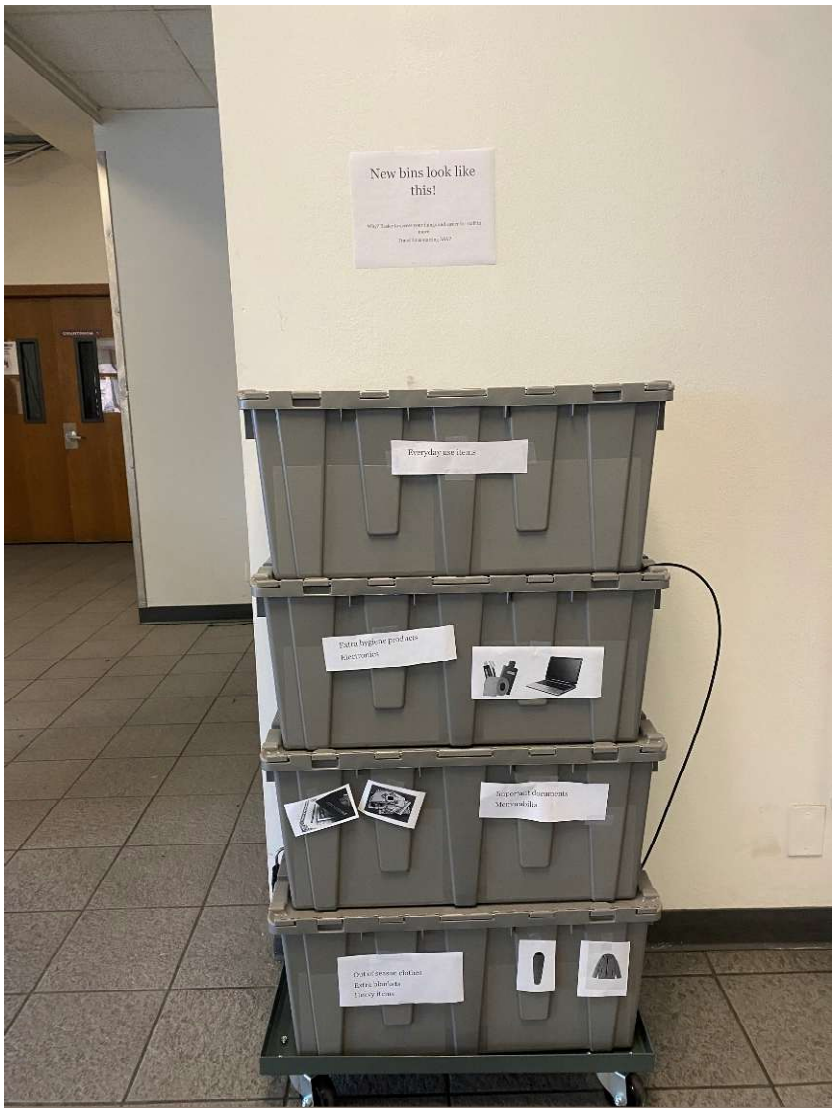





# SPATIAL ORGANIZATION

- Identified by staff members as an improvement area
- 7 rooms at capacity with additional bins in hallway
- Disorganized ordering of bins
- Not enough bins to meet demand

# SPATIAL ORGANIZATION IMPROVEMENT

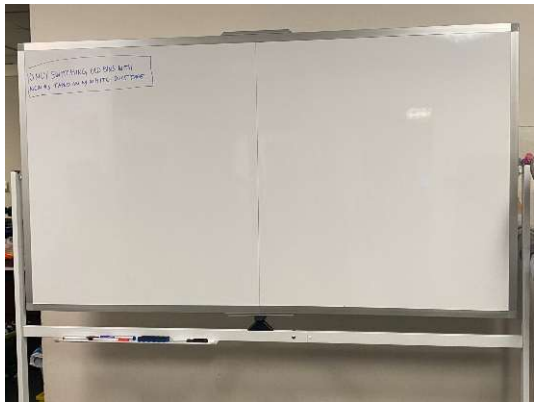



- Transition to new bins
  - Easier for VKS staff members to roll
  - More dignified storage option for program participants
  - Smaller bin footprint increases program capacity
    - Anticipated increase from 350 clients to 500 clients
- Alphanumeric numbering system to indicate exact bin location
  - As, Bs, Cs, Ds in different sections of the building

# COMMUNICATION IMPROVEMENT

## Between Shifts

- Wipe Board



## Between Front Desk and Back of House

- Multi-speaker PA System

## Between Staff and Clients

- Clear client expectations
- Updated signage

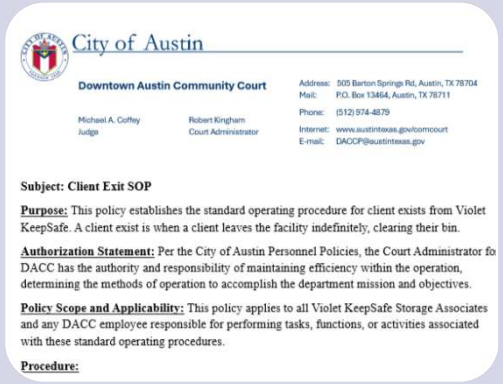

# CLARITY IN RESPONSIBILITY AND POLICIES

| y Tasks | Sunday (intial) | Monday (initial) | Tuesday (intial) | Wednesday (intial) | Thursday (initial) | Friday (intial) | Satu (intial) |
|---|---|---|---|---|---|---|---|
| an tables | | | | | | | |
| eep | | | | | | | |
| unds trash pick up | | | | | | | |
| ter plants | | | | | | | |
| lday | | | | | | | |
| eep | | | | | | | |
| eck public restroom | | | | | | | |
| unds trash pick up | | | | | | | |
| eep | | | | | | | |
| an tables | | | | | | | |
| Down electronics | | | | | | | |

VIOLET KEEPSAFE STORAGE

Client Agreements

Treat other clients and staff with respect at all times.
Staff reserve the right to refuse service based on behavi
(e.g. aggression, verbal abuse, or refusal to follow rules)
asked to leave and you do not comply, you may lose
access to your bin.
Ask VKS staff for assistance.
Visits are limited to 30-minute visits, up to 4 times per d
Your bin must be able to close fully — nothing can be
tored on top.



City of Austin

Downtown Austin Community Court

Address: 505 Barton Springs Rd, Austin, TX 78704
Mail: P.O. Box 13464, Austin, TX 78711
Phone: (512) 974-4879
Internet: www.austintexas.gov/comcourt
E-mail: DACCP@austintexas.gov

Michael A. Coffey
Judge

Robert Kingham
Court Administrator

**Subject: Client Exit SOP**

**Purpose:** This policy establishes the standard operating procedure for client exists from Violet KeepSafe. A client exist is when a client leaves the facility indefinitely, clearing their bin.

**Authorization Statement:** Per the City of Austin Personnel Policies, the Court Administrator fo DACC has the authority and responsibility of maintaining efficiency within the operation, determining the methods of operation to accomplish the department mission and objectives.

**Policy Scope and Applicability:** This policy applies to all Violet KeepSafe Storage Associates and any DACC employee responsible for performing tasks, functions, or activities associated with these standard operating procedures.

**Procedure:**

## Daily Staff Task List

- List of facility maintenance responsibilities
- Ability to keep track of what has been done
- Job description

## Client Agreements

- Clear and consistent expectations regarding conduct
- Multiple communication touchpoints
- Consistent procedures for addressing noncompliance

## SOP Development

- Daily Operations
- Client Exit
- Interest Form
- Shift Communication
- Client Misconduct
- Additional opportunities

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# CAPTURING DATA

- New Bin Interest Form
  - Understand the need in the community that is unmet with the current program capacity
- Client Exit Form to track:
  - Why clients are leaving the program
  - How often 90 days pass without contact with clients
  - Track important documents being stored at VKS
- Add Optional Demographic Data to Registration Process

# FURTHER RECOMMENDATIONS

- Structured one-on-one time with supervisors
- Professional development opportunities for staff
- Team building
- Optimize the application used by front desk staff
- Identify permanent location options
- Continued oversight of new implementations and SOP updates

# QUESTIONS?

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